

# Wisconsin's Child Support Program



Department of Workforce Development  
Division of Workforce Solutions  
Bureau of Child Support

To help you understand this booklet, it is important that you know:

**Child care assistance is part of Wisconsin Works (W-2).** Parents who receive help with child care are automatically referred to their local child support agency (page 4) and will receive services free of charge (page 16). Parents will be required to cooperate with their child support agency unless “Good Cause” is granted (page 15). **Child care is not a cash benefit.** Payments will not be split.

**BadgerCare and Healthy Start are part of Medicaid.** Parents in these programs are automatically referred to their local child support agency (page 4) and will receive services free of charge (page 16). Parents are requested to cooperate with their child support agency (see page 15).

**Keep up-to-date on changes in the child support program by visiting**

**[childsupport.wisconsin.gov](http://childsupport.wisconsin.gov) \***

The child support program undergoes frequent changes. Federal laws were changed in February 2006. These changes will affect rules for fees, tax intercept and W-2 families. The new rules will go into effect over the next several years (2007 – 2009).

\* Most public libraries offer free Internet access.

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## **Wisconsin's Child Support Program**

Are you a parent with children to support? Do you need help getting child support?

The Wisconsin Child Support Program can help you by:

- finding a missing parent
- establishing legal fatherhood
- asking the court to order child support and medical support
- enforcing child support and medical support orders
- contacting the paying parent's employer and setting up income withholding
- collecting child support from a parent living in another state
- reviewing a support order for possible increase or decrease in payment amounts
- providing payment and collection information on your child support case at
  - [childsupport.wisconsin.gov](http://childsupport.wisconsin.gov) (detailed information, updated each night except on Sunday)
  - (414) 615-2400 Metro Milwaukee area
  - (800) 991-5530 toll free outside the Metro Milwaukee area
  - (877) 209-5209 toll free TDD
- providing copies of your account histories
- providing interpreters and translations of child support information at no cost
- providing privacy protection if the release of your address, telephone number, employer or other location information would put you at risk
- providing direct deposit of your child support payments into your savings or checking account
- providing court case balances, starting Spring 2006, online at [childsupport.wisconsin.gov](http://childsupport.wisconsin.gov)

The Wisconsin Child Support Program automatically provides financial management for all who pay or receive support - child support, family support, medical support and maintenance (alimony). Financial management services are limited to income withholding, processing support payments and providing account information.

The Wisconsin Child Support Program also provides case management services for parents who apply for these services. Parents who apply for public aid automatically receive case management services. Parents who are not receiving public aid may apply for case management services at their local child support agency. See page 4 for information about applying for case management services. Case management services are described on pages 4 - 12.

### **What services are not provided by the Wisconsin Child Support Program?**

Custody and placement are issues that may be decided at the same time as child support. However, the child support program and its local agencies are not involved in deciding or enforcing custody and placement issues.

Parents are encouraged to come to an agreement (also called a stipulation) on issues of:

- custody (making major decisions for a child)
  - one parent (sole custody) or both parents (joint custody) may have custody

- placement
  - primary placement (where the child lives most of the time)
  - shared-placement (the child lives with each parent at least 25% of the time)
  - placement is also referred to as visitation

Any agreement made by the parents must also be approved by a court to be valid.

## **Your Rights and Responsibilities**

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### **Your rights**

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All children have a right to financial support from both parents. If you need help collecting child support from the other parent, you have a right to receive child support enforcement services from your county or tribal child support agency.

You have the right:

- to receive help in establishing legal fatherhood (paternity)
- to receive help in getting and enforcing a child support court order and the right to ask for a review of an existing order
- to ask that the child support agency notify you if the agency takes certain actions against the other parent. These actions are listed on page 10, under “Liens, seizure of property, and license suspension.” Please put this request in writing.
- to be told if the child support agency plans to close your case
- to receive all child support services free of charge if you take part in the W-2, Medicaid or FoodShare (food stamps) programs
- to ask the child support agency to stop providing services in your case if you no longer take part in the W-2, Medicaid or FoodShare (food stamps) programs. Please put this request in writing.
- to ask your child support agency for “privacy protection” if the release of your address, telephone number, employer or other location information would put you or your children at risk
- to file a written complaint and have your case reviewed if you believe that the local agency has delayed mandatory actions or not taken mandatory actions on your case (all child support agencies have a complaint procedure posted in their agencies)

### **Your responsibilities**

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You are responsible for telling your child support agency:

- any information which you have or could find out that is needed to find the other parent
- any information which you have or could find out that is needed to establish paternity (legal fatherhood)
- any information which you have or could find out that is needed to establish an order for child support
- any change in circumstances

For example, tell the agency if you or the other parent:

- change names, addresses or telephone numbers
- change custody or placement
- legally change the amount of your support order
- change jobs, income or health insurance coverage

## **Rights and Responsibilities**

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- fail to receive or pay child support
- schedule any court hearings

Notify your child support agency if one of the parents dies or if the paying parent will be receiving a lump-sum settlement of any kind (such as an insurance claim, an inheritance).

Remember -- the quality of information you give your child support agency may determine the effectiveness of enforcement services your agency can give you. You should complete necessary forms and keep your appointments with the child support agency.

### **How you can help**

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- When you apply for child support services, give the child support agency copies of any court orders you already have for support or legal fatherhood (paternity). Also bring copies of divorce decrees and any temporary or marital support orders.
- Be prepared to give any information you have about the other parent, including full name, place of birth, current address, employment or other income information, and Social Security number.
- Always cooperate with your child support worker. Complete necessary forms immediately and keep appointments.

Please be patient. The courts deal with many cases, and child support agencies have large caseloads. Stay in touch with your child support agency and report any new information about the other parent that may help with enforcement.

### **Legal information**

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#### **Legal representation**

It is very important to remember that child support attorneys who appear at child support court hearings on your case are there to represent the interests of the State of Wisconsin and do not represent you or the other parent.

**There is no attorney-client relationship between you and child support attorneys.**

#### **Will I need a lawyer?**

No. The child support attorney will handle all legal issues connected with obtaining and enforcing a child support order. You may hire a private attorney if you wish. Please inform your child support agency if you do hire a private attorney.

### **Your civil rights**

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The following civil rights laws protect you from discrimination in the delivery of child support services:

- Title VI of the Civil Rights Act of 1964
- Section 504 of the Rehabilitation Act of 1973
- Age Discrimination Act of 1975
- Americans with Disabilities Act of 1990

The Department of Workforce Development and the Wisconsin Child Support Program do not discriminate when providing services or employment on the basis of age, race, color, sex, national origin, ancestry, marital status, religion, sexual orientation, arrest/conviction record, use of lawful products, military status, disability or political affiliation.

You have a right to free language assistance. If you need this material in an alternate format, or need help in using this service, contact:

- your county or tribal child support agency (local child support agency phone numbers are listed on pages 26 - 31)
- if they cannot help, you may call the Department of Workforce Development at (608) 266-9909 or (800) 947-3529 TDD (Toll Free)

If you have questions about discrimination and harassment, you may:

- ask to speak to your caseworker's supervisor or the agency equal opportunity coordinator to try to resolve your concerns
- call the Department of Workforce Development at (608) 266-9909 or (800) 947-3529 TDD (Toll Free)

Complaints must be filed within 180 days of the alleged discriminatory action.

### **Can child support agencies release information about a child support case?**

Information about a specific child support case cannot be given to anyone other than the parties (generally the mother and the father), their attorneys or attorneys assigned to the child without the written consent of the parties. Information may be shared with others only for the purpose of administration of the child support program and other related programs (Medicaid, FoodShare (food stamps) and W-2). If the release of your address, phone number, employer or other location information would put you or your children at risk of harm, talk to your child support worker about requesting privacy protection.

## **Applying for Services**

You may apply for child support services at your county or tribal child support agency. Ask your child support agency for an application. Local child support agency phone numbers are listed on pages 26 - 31. See page 16 for information on the application fee.

If you receive public aid, your W-2, TANF, social service or child welfare agency will automatically refer you to your child support agency for free services.

### **I was divorced several years ago and never received child support. My child support agency said I do not have a child support case. Why don't I?**

Receiving a child support order from a court does not mean you are receiving case management services from a county or tribal child support agency. You need to apply for services at your child support agency. Contact your local child support agency for an application (see pages 26 - 31).

## **Available Services**

In Wisconsin, county and tribal child support agencies provide most services at the local level.

### **Finding an absent parent**

Your child support agency has many tools to help find absent parents and identify their income. For example,

- KIDS, the statewide child support computer system, automatically checks other Wisconsin computer systems for information about parents who do not pay or who stop paying their child support
- your child support agency has access to lists of workers that have recently been hired by employers across the country through the New Hire reporting program

- your child support agency can try to find absent parents by using other databases available to agency staff outside of the KIDS system
- your child support agency can ask other states to find an absent parent if he/she has moved to another state

### **Legal fatherhood (paternity establishment)**

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If your child was conceived or born when you were married, the husband is the legal father. If you were not married, legal fatherhood has to be decided before a court will order child support.

Legal fatherhood can be decided if:

- the mother is not married and both parents sign and file the *Wisconsin Voluntary Paternity Acknowledgment* form. You can get this form from the hospital when your baby is born and from your local child support agency or register of deeds.
- both parents sign an *Acknowledgment of Marital Child (Legitimation)* form if you get married after your child is born. You can get this form from your local child support agency and from the state Vital Records Office or local register of deeds.
- both parents sign a stipulation (legal agreement) and the court approves it. Your child support agency can prepare this stipulation. (This is done after legal action is filed with a court.)
- the court rules on fatherhood. Your child support agency or either parent can bring your case in front of the court.

Establishing legal fatherhood guarantees your child's right to receive financial support, medical support, tribal rights and inheritance rights from his or her father.

### **Genetic tests**

The mother, a man who may be the father, the child support attorney or the parent's attorney may ask for genetic testing. Your county or tribal child support agency can help with this process.

### **Setting child support amounts**

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Wisconsin courts use the guidelines in DWD 40 – Child Support Percentage of Income Standard for setting child support payment amounts. The standard assumes that both parents share part of their income with their children when they live together, and should do so when they live apart.

The basic guidelines require a paying parent to pay a dollar amount equal to:

- 17% of his or her gross income for one child
- 25% for two children
- 29% for three children
- 31% for four children
- 34% for five or more children

The Child Support Percentage of Income Standard also has guidelines for setting support

- if the paying parent is supporting children in more than one family
- in cases where you and the other parent share placement of your children
- in cases with high-income payers (more than \$7,000/month)
- in cases with low-income payers (less than \$950/month).



The court may set amounts different from the Child Support Percentage of Income Standard if the guidelines would be unfair to the child, you or the other parent.

**Child support calculators** for shared-placement cases and high-income payers are online at [childsupport.wisconsin.gov](http://childsupport.wisconsin.gov).

### What is “gross income”?

Gross income is defined as all income from any source. This income may or may not be taxable. Income can be in the form of money, property or services. Gross income includes:

- wages, salaries, earnings, tips, interest, capital gains, commissions and bonuses
- worker’s compensation or other personal injury awards intended to replace income
- unemployment insurance
- income continuation benefits and Social Security Disability Income (SSDI) payments
- employee contributions to any employee benefit plan or profit-sharing, voluntary employee contributions to any pension or retirement account and voluntary deferred compensation
- undistributed income of a corporation
- military allowances and veterans benefits
- money received directly from an employer, such as the income from a W-2 Trial or Unsubsidized Employment Job

Gross income **does not** include:

- child support that you receive
- public assistance payments such as Supplemental Security Income (SSI), Caretaker Supplement, W-2 cash benefits and FoodShare (food stamps)

The court may also use the amount of income that a parent has the “ability to earn.” The court can consider a parent’s:

- past earnings
- current physical and mental health
- history of child care responsibilities as the parent with primary placement
- education, training and current work experience
- local job openings

### Does shared-placement affect child support?

In shared-placement cases, the child lives with each parent at least 25% of the time (at least 92 overnights each year). Child support may be based on several factors including the income of both parents and the amount of time the child spends with each parent.

If the court uses the shared-placement guidelines in DWD 40, the court must assign responsibility for payment of the child’s variable costs in proportion to each parent’s share of placement. Variable costs are reasonable costs above basic support costs. These costs include child care, tuition, the child’s special needs and other activities that involve substantial cost.

If the child spends the same amount of time with each parent, the parent with the higher income may be ordered to pay support.

**The other parent works for cash. How does the court decide what the gross income is?**

It is difficult to determine income if a parent works for cash. The court may use the minimum wage based on a 35-hour workweek or the payer's "ability to earn" to set the amount of child support ordered. The income a parent has the "ability to earn" may be higher than actual earnings. It takes into account the parent's education, job skills, local wages and job openings in the area. (Example: When working full-time, a parent earns \$400 a week. The parent chooses to work part-time and earns \$200. The parent has the "ability to earn" \$400 a week.)

If you wish to pursue the issue of potential tax evasion charges, you may write to:

Wisconsin Department of Revenue  
Attn: Audit Bureau  
P.O. Box 8906, Mail Stop 5-257  
Madison, WI 53708-8906  
or you may call the Internal Revenue Service at  
(800) 829-1040 (toll free).

**The other parent is self-employed. How does the court decide gross income?**

For self-employed parents, the amount of child support will be based on the income available for child support. This is the amount of income after adding wages paid to dependent household members, adding undistributed income that the court determines is not reasonably necessary for the growth of the business, and subtracting business expenses that the court determines are reasonably necessary for the production of that income or operation of the business. (This may differ from the determination of allowable business expenses for tax purposes.)

**Changing a child support order**

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You and/or the other parent may ask the child support agency to review your support order if your current order is more than three years old. (Every three years, we will mail a notice to you and the other parent about your rights for review.) If the child support agency finds that the order is too high or too low, based on the Child Support Percentage of Income Standard, they will ask you and the other parent to sign an agreement (stipulation) to adjust the order. If you and the other parent cannot agree, the court may decide the matter.

You may also ask your child support agency to review your order more often than every three years if there has been a **substantial** change in circumstances (for example, the paying parent's employer closes down, or the paying parent has a new job and is making a lot more money). This request should be sent in writing. (The January 1, 2004, changes to the Child Support Percentage of Income Standard are not considered a substantial change in circumstance.)

If you believe your order should be changed, but the child support agency does not agree, you may ask your family court for information on how to ask the court to review your child support order. Some courts have a "do it yourself" (pro se) package available that you may use to ask the court for a review, or you may hire an attorney.

You should check your court order for an "annual adjustment" clause. If your order does require an annual adjustment, the court order will define what financial information you and the other parent must share with each other. Each year, when the order has an annual adjustment clause, either parent may ask that the order be changed to reflect the correct amount due under the Child Support Percentage of Income Standard.

**The other parent recently remarried. The new spouse makes a lot of money. Can I get my child support increased?**

No. The responsibility for supporting a child rests with the child's parents. Under Wisconsin law, a stepparent has no legal duty to support the children of a spouse. A court cannot make a stepparent responsible for the costs of raising your child.

**Processing child support payments**

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The Wisconsin Support Collections Trust Fund processes all child support payments and will send the money to you usually within 2-business days. (Wisconsin employers have 5-business days to send in child support withheld from employees' paychecks.)

If you receive **cash benefits from the W-2 or SSI Caretaker Supplement** programs or received W-2 cash benefits in the past, please see page 12 for new rules about payments.

**Child Support Online Services**

You can view detailed information on all your payments made during the last 60 days at **childsupport.wisconsin.gov**. Information is updated every night except Sunday. Starting in spring 2006, you can view balances (support owed) on your court case.

**KIDS Information Line**

The KIDS Information Line gives you information about your last two payments at:

- (414) 615-2400 Metro Milwaukee area
- (800) 991-5530 toll free outside the Metro Milwaukee area
- (877) 209-5209 toll free TDD

**Direct deposit**

Your support payments can be deposited directly into your checking or savings account. To sign up for direct deposit, call the KIDS Information Line weekdays from 8:00 AM – 5:00 PM at:

- (414) 615-2400 Metro Milwaukee area
- (800) 991-5530 toll free outside the Metro Milwaukee area
- (877) 209-5209 toll free TDD

**The other parent also pays child support to another family. Who gets the child support that is paid?**

Federal rules and state law dictate how child support collections are to be paid. All payments received during a month will be paid out in this order:

1. To pay all court-ordered current support or alimony due in that month on the payer's court orders
2. To pay any other court-ordered periodic payment on past-due amounts (for example: a court order for \$50/month on past-due support)
3. To pay past-due support or alimony amounts
4. To pay interest and fees

The one exception is intercepted federal tax refunds. By law, the federal tax intercept must first pay any assigned past-due support for families who had received cash benefits from the W-2 or SSI Caretaker Supplement Programs. (Please see page 14.)

Here are two examples:

1. The paying parent is ordered to pay \$200 a month to you and \$300 a month to Family B. The paying parent pays \$125 every week.

Each \$125 weekly payment is prorated. Since you are owed 40% of the total \$500 due each month, you will get 40% of the weekly \$125 payment (\$50). Family B is owed 60% of the \$500 due each month and will get 60% of the weekly payment (\$75).

2. Your children are now adults, but the other parent still owes you \$2,000 in past-due support. You have an order for \$50 each month until the past-due support is paid. The other parent is also supposed to pay current support to Family B \$250 each month for young children.

If the paying parent pays less than the \$300 due each month, the support that is paid will be sent first to Family B for the paying parent's order to pay \$250 in current support. In the month that the full \$250 is paid to Family B, money is then sent to you for your order for \$50/month on past-due support.

If the other parent only pays \$200 in a month, the \$200 is sent to Family B as current support.

### **I know others who had a collection agency get their money. Can I use a collection agency?**

You may employ a private attorney, a private investigator and/or a collection agency to establish and enforce your child support order. You should inform your county or tribal child support agency if you do so. All payments must still go through the Wisconsin Support Collections Trust Fund. You, not the other parent, are responsible for all fees the collection agency charges.

### **Medical support**

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The court may order you or the other parent to include the child on a health insurance policy if that policy is available at a reasonable cost. (Generally, "reasonable cost" means that the parent's out-of-pocket share of the monthly family coverage premium does not exceed 5% of the parent's gross monthly income **or** a level set by the court.)

The court may order the other parent to pay a share of uninsured medical costs. If Medicaid or the Healthy Start program paid the birth expenses, the father may be ordered to repay these costs to the state.

Child support agencies will enforce orders to repay specified amounts for medical expenses, such as "\$20 each month." The child support agency will **not** enforce medical support orders for unspecified dollar amounts, such as an order to pay "half of all uninsured medical expenses."

### **The other parent is supposed to pay half of all medical bills (including medication and dental bills), but does not. I end up paying for everything. What can I do?**

If the other parent does not pay these medical costs as ordered by the court, you or your attorney may file a motion in Family Court or a claim in Small Claims Court. Child support agencies are not responsible for enforcing medical orders if they are for unspecified dollar amounts, such as "half of the medical bills."

### **The other parent is ordered to provide medical insurance for our child. I am not sure if the insurance will cover my child. They have all sorts of rules like enrollment periods and having to go to certain doctors. What should I do?**

If your court order requires the other parent to provide medical insurance for your child and the other parent is eligible for family

## **The Wisconsin Child Support Program**

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coverage, state law requires insurance companies and self-insured employers to insure your child even if:

- you and the other parent were never married
- the child lives outside the medical service area (medical coverage may be limited to emergency or urgent care)
- you apply for the insurance outside of the plan's open enrollment period
- the application for insurance is submitted by you or your child support agency

Contact the Wisconsin Commissioner of Insurance Office if you have questions about insurance.

125 South Webster Street  
Madison, Wisconsin 53702  
(608) 266-3585 in Madison  
(800) 236-8517 statewide  
711 (TDD) (ask for 608-266-3586)  
[oci.wi.gov](http://oci.wi.gov)

### **Enforcing child support orders**

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Wisconsin's Bureau of Child Support and county and tribal child support agencies use many tools to enforce child support orders.

#### **Income withholding**

Withholding child support payments from the paying parent's paycheck is the easiest and most effective way to collect child support. Child support payments can also be withheld from Unemployment Insurance, Worker's Compensation benefits, Social Security Retirement benefits and Social Security Disability Insurance (SSDI). Income withholding can be used for health insurance premiums. However, support cannot be withheld from Supplemental Security Income (SSI) payments. In most cases, support cannot be withheld from veteran's benefits.

#### **Interest charges**

When the amount of past-due support equals one full month of support (or more), Wisconsin law requires an interest charge (1% per month/12 % per year) on the past-due amount. Interest on past-due support owed to you is payable to you.

#### **Liens, seizure of property and license suspension**

When past-due support equals 1-month's worth of child support or \$500, whichever is greater, the name of the delinquent payer is placed on the Child Support Lien Docket. Any missed court-ordered payment is counted -- a payment for current support or a payment on past-due support (arrear). Interest charges are not included in the lien amount.

When a payer is placed on the Child Support Lien Docket, a lien (hold) is placed on his/her property (such as homes and cars). (Please note: liens are placed on cars and trucks that are registered after the paying parent is first listed on the Lien Docket.) The child support debt is reported to credit bureaus. These actions are automatic.

When paying parents are listed on the Child Support Lien Docket, other actions may be taken. For example, their bank accounts or property may be seized, or their licenses may be suspended or denied. Licenses that may be suspended are professional and occupational licenses, recreational licenses (hunting and fishing) and drivers' licenses. These actions are done on a case-by-case basis.

You may ask the child support agency to notify you if the agency takes these types of actions against the other parent. Please put your request in writing.

### Credit bureaus

Child support agencies release information to credit bureaus about past-due child support that a parent owes. If the child support agency reports this debt to a credit bureau, it may affect the credit rating of the parent who owes child support.

### Tax intercept program

The Bureau of Child Support submits past-due amounts owed by paying parents to the Internal Revenue Service (IRS) and the state Department of Revenue (DOR). The IRS and DOR take the past-due amounts out of the paying parents' income tax refunds and send the money to the Wisconsin Support Collections Trust Fund.

- For **Federal Tax** Intercept, the paying parent must owe \$500 or more in past-due child support (or \$150 if the children had received AFDC, W-2 or TANF). If the children never received AFDC, W-2 or TANF, federal tax intercept is done only if your child is under age 18.

By law, the federal tax intercept must first pay any assigned past-due support for families who had received cash benefits from the W-2 or SSI Caretaker Supplement programs. (Please see page 14.)

- For **State Tax** Intercept, the paying parent must owe \$150 or more in past-due child support. The state tax intercept first pays current support still owed for the month, then past-due support.

You do not have to ask for the Tax Intercept service. It is automatically provided. There may be a small fee for this service. (Please see page 16.)

You will not receive any tax refund money until the parent owing child support files a tax return with a refund due, and the refund has been received by the state from the IRS or DOR.

If you use the Child Support Online Services website **childsupport.wisconsin.gov** to view your payments, the source column will note if the payment is from tax intercept. Your check stub will also state that the payment is from an intercepted tax refund.

After receiving the intercepted tax refund, the Trust Fund sends all state tax refunds and some federal refunds to you usually within 2-business days. A collection from a **federal joint tax return is held six months**.

The hold protects you from having to repay intercepted refunds if an "injured spouse" claim is later filed. An "injured spouse" claim protects the other parent's spouse from having his or her portion of the refund intercepted. This delay does not guarantee that money will not be recalled. Tax returns can be amended for up to three years.

If the IRS or DOR later recalls intercepted money, you must immediately return the money. For example: the other parent made a mistake on his/her tax return and filed an "amended return." If you cannot repay all the money at once, you can arrange a payment plan until the amount is repaid in full. (If the tax refund money is recalled, you will receive a letter with information about how to return the money and how to set up a payment plan.)

### **Court actions**

When a payer is seriously behind in child support payments, court actions may be considered. Court actions include charges of contempt of court or criminal nonsupport.

If the court finds a payer is in contempt of court, the court may order a jail sentence but set “purge” conditions. The purge conditions may be an amount of money that the payer must pay or actions that the payer must take to avoid jail.

Criminal nonsupport is a crime prosecuted by the county district attorney or by the tribal court. Child support agencies may refer cases to the district attorney or tribal court. You may file a complaint directly with the district attorney’s office or tribal court. The district attorney’s office or the tribal court decides whether or not to take the case, usually after talking with the child support office.

### **Interstate enforcement**

Sometimes a parent with a Wisconsin child support order lives in another state. The county or tribal child support agency will give the case information to the other state and ask the other state to take appropriate actions. Actions taken in another state might take longer than actions taken in Wisconsin. The other state may charge fees (see page 16) for interstate cases.

When the child, the mother and the father have all moved out of Wisconsin, Wisconsin has no legal jurisdiction to establish or change a support order. However, if there is already a Wisconsin child support order, Wisconsin may still enforce the order.

### **Federal enforcement actions**

When a payer does not pay his or her child support, that payer cannot receive certain services from the federal government. When the past-due amounts reach a certain level, the payer will not be able to receive some college grants, passports or small business loans.

## **New Rules When Getting W-2 and SSI Caretaker Supplement Cash Benefits**

### **Assigned Child Support**

When signing up for cash benefits, you "assign" (sign over) your rights to child support as a condition for receiving benefits. Wisconsin uses some of your assigned child support to pay back the federal government for your cash benefits.

Federal rules dictate how much child support can be passed through to families that receive cash benefits and to families that received cash benefits in the past. From time to time, these rules change. Wisconsin had an agreement with the federal government to pass through all of the assigned child support to families receiving a cash benefit. This agreement ended December 31, 2005. Now, Wisconsin has to use some of the assigned child support to pay back the federal government for your cash benefits.

## New Rules When Getting W-2 and SSI Caretaker Supplement Cash Benefits

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### Not everyone in W-2 gets cash benefits

If you are in W-2, but not getting cash benefits, you will still **get all your child support**. You do not get cash benefits if you:

- Work in a Trial Job
- Get Child Care
- Get Case Management Services
- Get Emergency Cash Assistance
- Are in the W-2 Custodial Parent of an Infant Program **but never** received cash benefits in the past

### If you are getting cash benefits now

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You get cash benefits when you are in:

- A W-2 Community Service Job
- A W-2 Transitional Placement
- The W-2 Custodial Parent of a Infant program **and** had received cash benefits in the past
- The SSI Caretaker Supplement program

You will receive part of the child support that is paid. **You will still receive all your cash benefits.**

### How much of the child support will I get?

Your part of the child support paid will go down over the year 2006.

Example:

Month	Child Support Paid	Your share of the payment will be about	
January 2006	\$100	\$85	85%
February 2006	\$100	\$85	85%
March 2006	\$100	\$85	85%
April 2006	\$100	\$71	71%
May 2006	\$100	\$71	71%
June 2006	\$100	\$71	71%
July 2006	\$100	\$56	56%
August 2006	\$100	\$56	56%
September 2006	\$100	\$56	56%
October 2006 and every month after	\$100	\$42	42%

### How will I know how much child support was paid?

You can check your payments on the Child Support Online Services website **childsupport.wisconsin.gov**.

Payment information is updated every night except Sunday. You will see:

- The amount of assigned support paid to you
- The amount of assigned support used to pay for your cash benefits



## The Wisconsin Child Support Program

For each month that a payment is made, a *Child Support Notice of Collection* will be mailed to you the next month. The notice will tell you:

- The total payment made
- The amount of support paid to you
- The amount of assigned support used to pay for your cash benefits

### If you got cash benefits in the past

If you received W-2 cash benefits in the past, you will get some of the "assigned past-due support" that is paid. The amount of assigned past-due support you will get will go down over the year (2006). Please see the chart below. **You will still get all the current support paid** as long as you are not receiving cash benefits.

The "assigned past-due support" is the amount of support owed, but not paid while you were receiving W-2 cash benefits and the time before you received cash benefits. The assigned past-due support will not be more than the total W-2 cash benefits you have ever received.

Month	Assigned Past-due Support Paid	Your share of the payment will be about	
January 2006	\$100	\$85	85%
February 2006	\$100	\$85	85%
March 2006	\$100	\$85	85%
April 2006	\$100	\$71	71%
May 2006	\$100	\$71	71%
June 2006	\$100	\$71	71%
July 2006	\$100	\$56	56%
August 2006	\$100	\$56	56%
September 2006	\$100	\$56	56%
October 2006 and every month after	\$100	\$42	42%

- **Past-due support owed to you**
  - All the support owed, but not paid after you stopped receiving W-2 cash benefits
  - Part of the assigned past-due support (see the chart above)
  - The amount of assigned past-due support that is greater than the amount of your cash benefits
- **Past-due support that will be used to pay for the cash benefits you received**
  - Part of the assigned past-due support
  - Past-due support owed for AFDC benefits you received
- **Past-due support is paid out in this order**
  - Past-due support owed to you after you stopped receiving W-2 cash benefits
  - Assigned past-due support. These payments are split - you will receive some of these payments. The state will keep part to pay back the federal government for the cash benefits you received. (See the table on page 14.)

The one exception is intercepted federal tax refunds. By law, the federal tax intercept must first pay any assigned past-due support. You will get part of the federal tax intercept. (State tax intercept first pays any current support due for the month.)

## New Rules When Getting W-2 and SSI Caretaker Supplement Cash Benefits

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### **How will I know how much past-due child support was paid?**

You can check your payments on the Child Support Online Services website **childsupport.wisconsin.gov**. Payment information is updated every night except Sunday. You will see:

- The amount of assigned past-due support paid to you
- The amount of assigned past-due support used to pay for your cash benefits

For each month that a payment is made on assigned past-due support, a *Child Support Notice of Collection* will be mailed to you the next month. The notice will tell you:

- The total payment made on assigned past-due support
- The amount of assigned past-due support paid to you
- The amount of assigned past-due support used to pay for your cash benefits

**I was in W-2 a few years ago. I worked at a Trial Job and received some help with paying child care.**

### **Will I get all my child support?**

Yes. If you did not receive a cash benefit, you did not assign (sign over) your rights to child support. W-2 child care and W-2 Trial jobs **are not cash benefits**.

Only those who got cash benefits while in a W-2 Community Service Job, a W-2 Transitional Placement, and W-2 Custodial Parent of an Infant (and had received cash benefits in the past) or the SSI Caretaker Supplement program sign over their rights to child support.

**I received AFDC a few years ago. At that time, all the unpaid child support owed to me was signed over to the state. That amount was more than the AFDC cash benefits I received. Now the other parent is paying on the past-due child support. What can I do?**

The state will not keep more support than the total amount of the cash benefits you got from AFDC. (This is called “unreimbursed assistance.”) Except for intercepted federal tax refunds, the past-due support owed to you is paid to you before the assigned past-due support. If you have questions, contact your child support agency. (Contact information is listed on pages 26 - 31.)

<b>Child Support and Cooperation (when getting benefits)</b>
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### **Cooperation with the child support agency**

When you apply for or take part in the W-2, TANF, Medicaid or FoodShare (food stamp) programs, you need to help the child support agency establish and enforce child support orders. In general, if you do not cooperate, you may not take part in W-2, TANF or FoodShare programs. However, your children may still receive benefits from the FoodShare and Medicaid programs. (Cooperation is requested but not mandatory for pregnant women who are eligible for Medicaid, including Healthy Start and BadgerCare.)

If you believe that cooperating with the child support agency would cause physical or emotional harm to you or your child, or if your child was conceived as a result of incest or sexual assault, you should fill out a “Good Cause” Claim at your W-2 agency, social services/economic support agency or child support agency. You will be asked to present evidence to support your “Good Cause” Claim. If you have problems getting the evidence, your W-2, TANF or social services/economic support agency can help you.

The W-2, TANF or social services/economic support agency will consider the evidence you present and decide whether or not you will have to cooperate with the child support agency. If you do not agree with the final decision, you may ask for a fair hearing.

**I applied for W-2 services, and I work with my child support agency. To take part in W-2, does my 17 year old daughter have to tell the child support agency the name of her baby's father?**

Yes. To take part in W-2, you and all other custodial parents in your household must cooperate with child support. Cooperation includes giving the child support agency any information you have and keeping appointments with the agency.

**What happens if I no longer get benefits?**

When you no longer take part in the W-2, TANF, Medicaid or FoodShare (food stamp) programs, your child support agency will still work on your case. You will not have to apply for continued services, but you may have to pay for some services (see below). You may also ask your child support agency to close your case.

<b>Fees</b>
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**Application fee**

If you are not taking part in W-2 programs and your family does not get help from Medicaid, a TANF grant, FoodShare (food stamps), federally financed foster care or federally financed adoption assistance, you must pay a \$20 fee to the child support agency when you apply for services. This is a one-time fee that covers most child support services you will receive. This application fee may be waived if the court decides you are unable to pay.

You do not have to pay the fee if you were referred to a child support agency when you received assistance or if you paid the fee earlier. If you had asked the child support agency to close your case and then ask them to reopen the case, you will have to pay the fee.

**Federal parent locator service (FPLS) fee**

If the only service you are requesting from the child support agency is to find the missing parent using FPLS, you will be charged a \$20 fee for the service.

**Interstate case enforcement fee**

Other states may charge a fee for enforcing a case in their states. These fees vary. The other states set these fees and may charge you or the other parent.

**Support order change fee**

If you want the child support agency to review your order, and you then ask the court to change the amount of support, the court may charge you a \$30 filing fee. The court may waive the fee if the court finds that you are unable to pay. (There is no fee if an agreement (stipulation) to change the order is signed by you and the other parent.)

**Tax intercept fee**

If you receive a tax refund intercept, you must pay 10% of any collection of \$10 or more. The fee will not be more than \$25. This fee cannot be waived. The fee is taken out of the intercepted refund before it is sent to you. There is no fee if no refund is intercepted or if the Internal Revenue Service (IRS) or the state Department of Revenue (DOR) later recalls the intercepted refund.

## **Working with your Child Support Agency**

### **My caseworker never calls me. How do I get someone to work on my child support case?**

Due to large caseloads, child support workers may not be able to contact you to update you about your case. If the worker does not call you, it does not mean the caseworker is not working on your case. Stay in touch with your caseworker and report any new information about the other parent that may help with enforcement.

### **Weeks ago my caseworker said that the agency would take my case to court because the other parent is not paying. Why haven't they gone to court yet?**

It takes time to set a court date. The court may not be able to schedule your case immediately.

### **The other parent recently moved. I had to tell my caseworker about it. Why doesn't my caseworker know this?**

You may learn information about the other parent's address and job changes before the child support agency. You should inform your caseworker about these changes.

### **Why does the agency keep sending letters? I want the other parent in jail.**

Child support agencies have many tools to help them enforce child support orders. Some tools, such as charging interest on past-due support, are done automatically. For the most efficient and effective use of staff time, child support agencies use their experience to choose what tools (actions) they take and when. For instance, they may write warning letters before they take a more drastic action. Some enforcement tools and actions require due process or a court action. Jail is not always the best way to get money for your children.

### **When can enforcement be requested, and how do I ask for enforcement?**

You may contact your child support agency and ask for enforcement of your child support order if the other parent does not make a payment for more than a month.

### **Can child support agencies arrest the other parent?**

No. Child support agencies cannot arrest anyone. The child support agency can send a warrant to the court for signature. If the court signs and files a warrant, the warrant is sent to the sheriff's office. The warrant gives the sheriff's office authority to arrest a person.

### **The last time we went to court I did not agree with what the court decided. What can I do?**

When a court rules on a case, the child support agency cannot change the ruling. As with any court decision, you may appeal the decision to a higher court or hire an attorney to appeal. You may ask your caseworker if there are other options you or the agency can use.

### **I am not getting my support. Why?**

Your case may be very difficult. Although the Wisconsin Child Support Program is a national leader in support collections, not all families receive child support in any given month. The most common difficulty in these cases is that the nonpaying parent's addresses and/or the employers are unknown. Wisconsin laws are always being updated to help enforce child support orders and give agencies more tools to use to collect support.

## Ending Support and Child Support Services

Under Wisconsin law, a parent's duty to support a child continues until age 18, or age 19 if the child is still enrolled in high school or pursuing a high school equivalency course (GED).

"Emancipation notices" will be sent to you and the other parent 90 days before a verified date of graduation or the 18th birthday of your youngest or only child. Your order for current support will end when your youngest child turns 18 unless you or the other parent show documentation to your child support agency that your child attends high school or is studying for his or her GED.

If past-due child support is still owed, cases are enforceable. If you no longer have an order for current support, and past-due child support is owed to you, check with your child support agency to make sure you have a court order for payment on the past-due support.

### **The other parent owes me past-due child support. I do not want it. What can I do?**

You and the other parent may sign a legal agreement (stipulation) reducing or eliminating the amount of past-due child support owed to you. The court will have to approve this agreement. This agreement will not reduce any amount the other parent may owe to the state.

### **I still want my child support, but I do not want child support services any more. How do I stop the child support services?**

You may send a written request to your child support agency. By state law, your child support still needs to be paid through the Wisconsin Support Collections Trust Fund. However, if you are not receiving public assistance, you may stop enforcement services.

### **I recently remarried, and my new spouse wants to adopt the children. Can I terminate the other parent's parental rights?**

You may ask the court to end the other parent's rights by filing a court action. Your clerk of court office or your juvenile court office may have information on the termination of parental rights. Even if the other parent agrees to terminate his/her parental rights, the court will make a decision based on the best interest of the children. If a parent's rights are terminated, that parent will not have to pay future child support. He/she may need to pay past-due support still owed. Child support agencies are not able to help with requests for ending parental rights.

## Custody and Visitation Issues

Please keep in mind that matters of legal custody and visitation (physical placement) are separate from the financial support of children. Wisconsin's Child Support Program has no authority to create or enforce custody or visitation orders, and child support agencies do not handle these matters. Contact your local family court commissioner or your attorney for help in settling custody and placement disputes.

### **Since the other parent is not paying support, can I refuse visitation?**

No. Wisconsin family law draws a line between the issues of visitation (physical placement) and child support. This is to prevent children from being penalized due to disagreements between their parents. You cannot deny court-ordered visitations because the other parent is not paying court-ordered support. Likewise, the other parent cannot withhold court-ordered support because he/she is denied court-ordered periods of visitation.

**When my children are with the other parent, they are neglected. What should I do?**

If you are concerned about safety issues or the environment at the other parent's home, you should contact your local department of social or human services. Local social/human service agencies are responsible for investigating suspected child abuse or neglect cases reported to them.

**Resources for Parents**

**Job Centers**

The Department of Workforce Development has Job Centers around the state to help those looking for a job. To find the one closest to you:

- Phone (888) 258-9966
- Go to the website [www.dwd.state.wi.us/dws/directory/](http://www.dwd.state.wi.us/dws/directory/)

**Local programs**

You may also contact your child support agency and your social/human services agency. Your local agencies may know about other programs in your area to help you get employment assistance, training or financial support.

**Other help with jobs**

The Department of Workforce Development's website, [www.dwd.state.wi.us](http://www.dwd.state.wi.us), offers many links for jobs in the state.

**Where can I go to learn more about being a parent?**

There are programs with services and resources to help parents, but programs vary from place to place. County health departments, the University of Wisconsin Extension and family resource centers may offer these programs. Their services may include parenting classes, workshops, family activities and support groups. They may also have books, videos or other resources that can help you. Some programs have a lending library including toys and equipment. Most of these services are free. To call your county health department, look in the phone book under "County Government." For UW-Extension programs, look in your phone book in the "Business Section" under University of Wisconsin, Extension or visit their website [www.uwex.edu/ces/flp](http://www.uwex.edu/ces/flp). The Wisconsin Children's Trust Fund has a free "Positive Parenting Kit." (The Wisconsin Children's Trust Fund is not the same as the Wisconsin Support Collections Trust Fund. The Wisconsin Children's Trust Fund is a public/private partnership that offers services to parents. The Wisconsin Support Collections Trust Fund is the agency that processes support payments.) To order the free parenting kit or for information about family resource centers, contact the Wisconsin Children's Trust Fund at 1-866-640-3936 (toll free) or visit their website [wctf.state.wi.us](http://wctf.state.wi.us).

**Child Support Roles and Responsibilities**

The Wisconsin Child Support Program is a combined effort of state, local and private entities. The overlapping responsibilities of all these entities may be confusing. This section outlines the different roles.

**Child Support Agencies**

71 Wisconsin county child support agencies provide direct case management services for more than 340,000 child support cases. Child support agencies work with local courts, sheriff's departments and other local agencies to coordinate child support services. Each child support agency employs or contracts with a child

support attorney(s) to provide legal representation. Child support attorneys represent the state, not the parents. (Several **Tribal child support agencies** provide similar services to their tribal members.)

### **Court - Circuit Courts and Family Court Commissioners**

The courts in Wisconsin conduct hearings and issue court orders. Courts have the sole authority for ordering child support and medical support and modifying (changing) child support orders. The courts can also impose civil and criminal enforcement remedies.

### **Trust Fund - The Wisconsin Support Collections Trust Fund**

The Trust Fund is a centralized operation responsible for processing all child support collections and performing activities related to posting, adjusting and issuing payments.

### **Bureau of Child Support**

The Bureau of Child Support is the Wisconsin state agency that oversees and manages the child support program. This agency is responsible for setting statewide policy and providing technical assistance to local child support agencies. The Bureau of Child Support operates the KIDS child support computer system and oversees the Wisconsin Support Collections Trust Fund. The Bureau of Child Support is in the Department of Workforce Development.

## **Paternity Establishment (legal fatherhood)**

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### **Child Support Agency**

- Works with parents to establish paternity
- Interviews mothers
- Helps with genetic testing
- Uses legal and administrative procedures
- Recovers birth costs

### **Court**

- Rules on paternity findings

### **Bureau of Child Support**

- Provides technical assistance to child support agencies regarding paternity policies and procedures
- Responds to questions from parents, child support agencies and hospital staff regarding the Voluntary Paternity Acknowledgment program
- Provides training and materials to hospitals regarding the Voluntary Paternity Acknowledgment program

## **Support Order Establishment**

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### **Child Support Agency**

- Schedules cases for court hearings
- Recommends levels of child and medical support orders according to the Child Support Percentage of Income Standard and Wisconsin law to the court
- Responds to parents who ask for a review of the amount of their child support order
- Recommends changes to a court when the order does not comply with the Child Support Percentage of Income Standard
- Reaches child support agreements (stipulations) with parents (Agreement must also receive court approval to be valid)

**Support Order Establishment continued**

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**Court**

- Makes findings of ability to pay support
- Enters orders and sets child and medical support
- Decides whether the amount of child support ordered should be changed
- Reviews legal agreements (stipulations) between parents

**Bureau of Child Support**

- Reviews the Child Support Percentage of Income Standard every four years according to federal requirements to determine whether changes are appropriate

**Court Order Enforcement**

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**Child Support Agency**

- Monitors child support cases for compliance with court orders
- Investigates incidences of non-compliance and locates absent parents
- Contacts parents who fall behind in their payments
- Verifies income and employment and sends income withholding notices to employers

**Child Support Agency**

- Determines whether a parent has health insurance coverage available by contacting the employer
- Prepares stipulations (legal agreements) for court approval
- Works with paying parents to develop payment plans to pay past-due support
- Asks the court to make finding of contempt of court for non-compliance with court orders
- Asks the court to order Children First and/or “work search” activities (Not every county and tribe have a Children First program)
- Determines if administrative actions (e.g., license denial) are appropriate
- Refers parents who are seriously behind in payments to the district attorney for possible criminal non-support charges

**Court**

- Sets conditions for payment of child support orders and past-due amounts
- Enters orders for “work search” activities and/or Children First enrollment (Not every county and tribe have a Children First program)
- Determines if a parent is violating a court order and makes a finding of contempt

**Bureau of Child Support**

- Operates the KIDS database system that tracks compliance with court orders
- Operates the Child Support Lien Docket
- Locates absent parents at the request of other states
- Reports delinquent payers to credit bureaus



### **Customer Service**

(Parents, employers, general public, other states and other nations)

#### **Child Support Agency**

- Provides customer service to parents, employers, and other states by responding to letters and phone calls

#### **Court**

- Is prohibited from meeting or otherwise discussing cases with individuals who are party to the case (This is called “ex parte communication”)

#### **Trust Fund**

- Maintains the KIDS Information Line and employer interactive voice response system
- Responds to letters and telephone calls from parents concerning collections and payments
- Provides customer service information to employers and other states concerning income withholding
- Provides Pay-by-Phone and Direct Deposit services
- Provides employers with materials for income withholding (paper and electronic)
- Handles employment changes, maintains employer and payee address information

#### **Bureau of Child Support**

- Prints and mails the Monthly Statement of Account
- Responds to child support agency complaints about Trust Fund customer service
- Resolves complaints received directly from parents, legislators and employers about service delivery
- Maintains the Child Support Online Services website

### **Custody/Visitation**

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#### **Child Support Agency**

- No responsibility

#### **Court**

- Issues custody and physical placement (visitation) orders
- Refers parents who disagree on custody/visitation issues to the family court counseling service (mediation)

#### **Bureau of Child Support**

- No responsibility

### **Financial Management**

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#### **Child Support Agency**

- Enters court-ordered financial information into the KIDS database and makes certain adjustments to KIDS financial account balances
- Provides help to parents related to payment issues
- Maintains pre-KIDS payment records

#### **Trust Fund**

- Processes child support payments from parents, employers and other states
- Sends child support payments to families, other states, and state and federal government agencies
- Adjusts collections and payments

**Financial Management continued**

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**Bureau of Child Support**

- Monitors centralized processing and payment activities
- Conducts the activities to collect annual receipt and disbursement (R&D) fees

**Other Roles and Responsibilities**

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**Child Support Agency**

- Complies with federal rules and regulations
- Serves on local/state workgroups for new initiatives and makes policy recommendations
- Contracts with the sheriff and other local officials and agencies to carry out the many functions of the program (e.g., service of process)

**Bureau of Child Support**

- Contracts with local county and tribal agencies to provide child support services and the Children First program (Not every county and tribe have a Children First program)
- Oversees the contract with private vendors to operate Trust Fund
- Maintains the KIDS child support computer system
- Writes training curriculum and provides child support training for child support agencies
- Maintains policies and procedures and publishes brochures and other informational materials
- Provides statistical information about the child support program to the federal Office of Child Support Enforcement
- Maintains the Child Support Program Internet website

## Child Support Terms

**Absent Parent** A parent whose address is unknown and is financially responsible for a share of child support.

**Affidavit** A statement, in writing, made under oath before a notary public.

**Alternative Payment Plan** A payment plan that the parent and child support agency agree on that provides a structured way to pay off past-due child support while continuing to pay the current amount due.

**Arrears (or Arrearage)** Support payments that are unpaid and past-due.

**Assignment** Signing over child support payments to the state of Wisconsin as a condition for receiving cash benefits, or signing over medical support payments as a condition of receiving Medicaid benefits.

**Child Support** Money paid by a parent for the financial support of a minor child. It may include medical, dental and educational expenses.

**Child Support Court Order** A legal document, issued by the court, setting the amount to be paid for the support of a child.

**Complaint** A written document filed in court in which the person who starts the action names the people and allegations involved, and the results wanted.

**Contempt** Failure to comply with a court order when a person has the ability to do so.

**Court-Ordered Payee** The person the court names to receive the child support.

**Custody** The authority assigned to one or both parents by the court to make major decisions regarding their children.

**Default** A person's failure to file an answer or appear in a court case within a certain number of days after being served with a summons or complaint.

**Default Judgment** Decision made by the court when the person fails to answer or appear.

**Enforcement** Activities to make sure that a court order is obeyed.

**Establish** To bring into existence by a legal process.

**Initiating State** The state that sends a request to another state for help in establishing or enforcing a child support order.

**Judgment** The official decision of the court.

**Jurisdiction** The legal authority of a court.

**KIDS** (Kids Information Data System) Wisconsin's statewide child support computer system.

**Kinship Care** Cases in which the child lives with a relative other than the mother or father. This relative receives a cash benefit from the state. In these cases, both parents may be ordered to pay child support.

**Legal Father** The man who is recognized by law as the father of a child.

**Legally Obligated** Responsible under law.

**Lien** A hold on property. A lien must be satisfied (paid in full) before the property can be sold.

**Lien Docket** An electronic list of child support payers with a certain level of child support debt.

**Medical Support** Health insurance or payment for medical costs.

**Modification** A court order that changes the terms of an earlier court order.

**Motion** An application to a court for an order or a ruling.

**Order to Show Cause** A court order telling a person to appear in court and explain why a certain order should not be entered.

**Paternity Establishment** Legal determination of fatherhood.

**Petition** A formal written request.

**Petitioner** A person who brings a legal action or lawsuit.

**Physical Placement** Periods of time a child spends in the care of a parent.

**Primary Physical Placement** Where the child lives most of the time.

**Responding State** The state receiving another state's request for support enforcement services.

**Respondent** A person against whom a court action is started.

**Shared-Placement** The child lives with each parent at least 25% of the time. Both parents assume all costs in proportion to the number of days he or she cares for the child. The time with each parent may or may not be equal.

**Split Placement** A family with two or more children in which one parent has primary physical placement of one or more children and the other parent has primary placement of the other children.

**Stipulation** A written agreement that must receive court approval to be valid.

**Substitute Care** Cases in which the child lives in foster care, a group home or another type of institution. In these cases, both parents may be ordered to pay child support.

**Summons** A legal notice and warning given to a person when that person is sued.

## Local Child Support Agencies

Adams County  
Child Support Agency  
(608) 339-4228  
Courthouse, Rm. C020  
402 Main St.  
PO Box 528  
Friendship 53934-0528

Ashland County  
Child Support Agency  
(715) 682-7020  
Courthouse, Rm. 100  
201 W. Main St.  
Ashland 54806

Barron County  
Child Support Agency  
(715) 537-6390  
Courthouse, Rm. 300  
330 E. LaSalle Ave.  
Barron 54812

Bayfield County  
Child Support Agency  
(715) 373-6106  
117 E. 5<sup>th</sup> St.  
PO Box 187  
Washburn 54891

Brown County  
Child Support Agency  
(920) 448-4090  
Northern Building, Rm. 450  
305 E. Walnut St.  
PO Box 23600  
Green Bay 54305-3600

Buffalo County  
Child Support Agency  
(608) 685-4412  
407 S. 2<sup>nd</sup> St.  
PO Box 517  
Alma 54610-0517

Burnett County  
Child Support Agency  
(715) 349-2555  
Government Center  
7410 County Rd. K, #118  
Siren 54872-9043

Calumet County  
Child Support Agency  
(920) 849-1454  
Courthouse  
206 Court St.  
Chilton 53014

Chippewa County  
Child Support Agency  
(715) 726-7750  
Courthouse, Rm. 225  
711 N. Bridge St.  
Chippewa Falls 54729

Clark County  
Child Support Agency  
(715) 743-5213  
Courthouse, Rm. 504  
517 Court St.  
Neillsville 54456-1912

Columbia County  
Child Support Agency  
(608) 742-9610  
400 Dewitt St.  
PO Box 256  
Portage 53901

Crawford County  
Child Support Agency  
(608) 326-0218  
Courthouse  
220 N. Beaumont Rd.  
Prairie du Chien 53821

## Local Child Support Agencies

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Dane County  
Child Support Agency  
(608) 266-4031  
City-County Bldg., Rm. 106  
210 Martin Luther King, Jr. Blvd.  
Madison 53703-3342

Dodge County  
Child Support Agency  
(920) 386-3640  
127 E. Oak St.  
Juneau 53039

Door County  
Child Support Agency  
(920) 746-2231  
Justice Center  
1211 S. Duluth Ave.  
Sturgeon Bay 54235

Douglas County  
Child Support Agency  
(715) 395-1327 or  
(715) 395-1420  
Courthouse, Rm. 202  
1313 Belknap St.  
Superior 54880

Dunn County  
Child Support Agency  
(715) 232-1671  
Judicial Center  
615 Stokke Pky., Ste. 1600  
Menomonie 54751-4912

Eau Claire County  
Child Support Agency  
(715) 839-4770  
721 Oxford Ave., Ste. 1230  
Eau Claire 54703-5481

Florence County  
Child Support Agency  
(715) 528-3369  
Courthouse  
501 Lake Ave.  
PO Box 410  
Florence 54121

Fond du Lac County  
Child Support Agency  
(920) 929-3057  
Government Center  
160 S. Macy St.  
Fond du Lac 54935

Forest County  
Child Support Agency  
(715) 478-2157  
Courthouse  
200 E. Madison St.  
Crandon 54520

Forest County Potawatomi  
Tribal Child Support Agency  
(715) 478-7260  
Tribal Hall  
8000 Potawatomi Trl.  
PO Box 340  
Crandon 54520

Grant County  
Child Support Agency  
(608) 723-4823  
Courthouse  
130 W. Maple St.  
Lancaster 53813

Green County  
Child Support Agency  
(608) 328-9460  
1016 16<sup>th</sup> Ave.  
Monroe 53566

## The Wisconsin Child Support Program

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Green Lake County  
Child Support Agency  
(920) 294-4048  
Courthouse  
492 Hill St.  
PO Box 3188  
Green Lake 54941-3188

Iowa County  
Child Support Agency  
(608) 935-0390  
Courthouse, Ste. 203  
222 N. Iowa St.  
Dodgeville 53533

Iron County  
Child Support Agency  
(715) 561-4485  
Courthouse, Ste. 211  
300 Taconite St.  
Hurley 54534

Jackson County  
Child Support Agency  
(715) 284-4301 Ext. 230  
420 Hwy 54 W.  
PO Box 457  
Black River Falls 54615

Jefferson County  
Child Support Agency  
(920) 674-7255  
Courthouse, Rm. 219  
320 S. Main St.  
Jefferson 53549

Juneau County  
Child Support Agency  
(608) 847-2400  
220 E. La Crosse St.  
Mauston 53948

Kenosha County  
Child Support Agency  
(262) 697-4750  
8600 Sheridan Rd., Ste. 301  
Kenosha 53143-6505

Kewaunee County  
Child Support Agency  
(920) 388-7172  
Courthouse  
613 Dodge St.  
Kewaunee 54216

La Crosse County  
Child Support Agency  
(608) 785-9564  
Administrative Center, Rm. 2160  
400 N. 4<sup>th</sup> St.  
La Crosse 54601-3200

Lac du Flambeau Tribal  
Child Support Agency  
(715) 588-4236  
623 Peace Pipe Rd.  
PO Box 1198  
Lac du Flambeau 54538-1198

Lafayette County  
Child Support Agency  
(608) 776-4843  
626 Main St.  
PO Box 203  
Darlington 53530

Langlade County  
Child Support Agency  
(715) 627-6225  
837 Clermont St.  
Antigo 54409-1948

Lincoln County  
Child Support Agency  
(715) 536-9700  
607 N. Sales St.  
PO Box 547  
Merrill 54452

## Local Child Support Agencies

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Manitowoc County  
Child Support Agency  
(920) 683-4066  
1010 S. 8<sup>th</sup> St., Rm. B-21  
Manitowoc 54220-5377

Marathon County  
Child Support Agency  
(715) 261-7500  
400 E. Thomas St.  
Wausau 54403

Marinette County  
Child Support Agency  
(715) 732-7440  
Courthouse, Rm. C214  
1926 Hall Ave.  
Marinette 54143-1717

Marquette County  
Child Support Agency  
(608) 297-9101  
77 W. Park St.  
PO Box 187  
Montello 53949-0187

Menominee Tribal  
Child Support Agency  
(715) 799-5290  
W2907 Loop Rd.  
PO Box 520  
Keshena 54135

Milwaukee County  
Child Support Agency  
(414) 278-5160  
Courthouse, Rm. 101  
901 N. 9<sup>th</sup> St.  
Milwaukee 53233

Monroe County  
Child Support Agency  
(608) 269-8733  
112 S. Court St., Rm. 101  
Sparta 54656-1765

Oconto County  
Child Support Agency  
(920) 834-6862  
Courthouse  
301 Washington St.  
Oconto 54153-1699

Oneida County  
Child Support Agency  
(715) 362-1550  
1 Oneida Ave.  
PO Box 400  
Rhineland 54501

Outagamie County  
Child Support Agency  
(920) 832-5058  
Human Services Bldg.  
401 S. Elm St.  
Appleton 54911

Ozaukee County  
Child Support Agency  
(262) 284-8400  
Justice Center  
1201 S. Spring St.  
PO Box 994  
Port Washington 53074-0994

Pepin County  
Child Support Agency  
(715) 672-4231  
740 7<sup>th</sup> Ave. W.  
PO Box 39  
Durand 54736

Pierce County  
Child Support Agency  
(715) 273-6764  
388 W. Main St.  
PO Box 660  
Ellsworth 54011



## The Wisconsin Child Support Program

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Polk County  
Child Support Agency  
(715) 485-9297 Ext. 297  
Justice Center, Ste. 100  
1005 W. Main St.  
Balsam Lake 54810

St. Croix County  
Child Support Agency  
(715) 386-4691  
Government Center  
1101 Carmichael Rd.  
Hudson 54016-7710

Portage County  
Child Support Agency  
(715) 346-1588  
Courthouse  
1516 Church St.  
Stevens Point 54481

Sauk County  
Child Support Agency  
(608) 355-3238  
Courthouse, 2<sup>nd</sup> Fl.  
515 Oak St.  
Baraboo 53913

Price County  
Child Support Agency  
(715) 339-3094  
Courthouse  
126 Cherry St.  
Phillips 54555

Sawyer County  
Child Support Agency  
(715) 634-3173  
10610 W. Main St.  
PO Box 1049  
Hayward 54843

Racine County  
Child Support Agency  
(262) 636-3268  
818 6<sup>th</sup> St., Ste. 2  
Racine 53403

Shawano County  
Child Support Agency  
(715) 526-2190  
Courthouse, Rm. 111  
311 N. Main St.  
Shawano 54166

Richland County  
Child Support Agency  
(608) 647-8663  
Courthouse, 2<sup>nd</sup> Fl.  
181 W. Seminary St.  
PO Box 541  
Richland Center 53581

Sheboygan County  
Child Support Agency  
(920) 459-3041  
Courthouse Annex  
615 N. 6<sup>th</sup> St.  
Sheboygan 53081

Rock County  
Child Support Agency  
(608) 757-5700  
Courthouse  
51 S. Main St.  
Janesville 53545

Taylor County  
Child Support Agency  
(715) 748-1493  
Courthouse, Rm. G200  
224 S. 2<sup>nd</sup> St.  
Medford 54451

Rusk County  
Child Support Agency  
(715) 532-2299  
311 Miner Ave. E., Ste. L337  
Ladysmith 54848

## Local Child Support Agencies

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Trempealeau County  
Child Support Agency  
(715) 538-2311 Ext. 312  
Government Center  
36245 Main St.  
PO Box 67  
Whitehall 54773-0067

Vernon County  
Child Support Agency  
(608) 637-5335  
Courthouse Annex, Ste. 300  
400 Courthouse Square  
Viroqua 54665

Washburn County  
Child Support Agency  
(715) 468-4630  
Courthouse  
10 4<sup>th</sup> Ave.  
PO Box 363  
Shell Lake 54871

Washington County  
Child Support Agency  
(262) 335-4377  
Courthouse, Rm. 1103  
432 E. Washington St.  
PO Box 1986  
West Bend 53095-7986

Waukesha County  
Child Support Agency  
(262) 548-7420  
1320 Pewaukee Rd., Rm. 348  
Waukesha 53188

Waupaca County  
Child Support Agency  
(715) 258-6448  
811 Harding St.  
Waupaca 54981-2081

Vilas County  
Child Support Agency  
(715) 479-3705  
330 Court St.  
Eagle River 54521

Walworth County  
Child Support Agency  
(262) 741-7100  
Judicial Center, R. 1040  
1800 County Rd. NN  
PO Box 1001  
Elkhorn 53121

Waushara County  
Child Support Agency  
(920) 787-0400  
209 S. St. Marie St.  
PO Box 238  
Wautoma 54982

Winnebago County  
Child Support Agency  
(920) 236-4780  
415 Jackson St., Rm. 140  
PO Box 2808  
Oshkosh 54903

Wood County  
Child Support Agency  
(715) 421-8430  
400 Market St.  
PO Box 8095  
Wisconsin Rapids 54494

## Other Telephone Numbers and Websites

- Child support agencies are listed on pages 26 to 31.
- Child Support Online Services (detailed information on all balances and payments made during the last 60 days)  
Website ..... [childsupport.wisconsin.gov](http://childsupport.wisconsin.gov)
- KIDS Information Line (to sign up for direct deposit and to get information on your last two payments)  
Telephone Metro Milwaukee area ..... (414) 615-2400  
Outside the Metro Milwaukee area (toll free) ..... (800) 991-5530  
TDD (toll free) ..... (877) 209-5209
- Wisconsin Child Support Program  
Website ..... [childsupport.wisconsin.gov](http://childsupport.wisconsin.gov)
- Wisconsin Office of Child Care  
Website ..... [dwd.wisconsin.gov/dws/programs/childcare/parent.htm](http://dwd.wisconsin.gov/dws/programs/childcare/parent.htm)
- UW-Extension programs (parenting and family resources)  
Telephone numbers are listed in the business section of your phone book under “University of Wisconsin, Extension”  
Website ..... [www.uwex.edu/ces/flp](http://www.uwex.edu/ces/flp)
- Wisconsin Children’s Trust Fund  
Telephone (toll free) ..... (866) 640-3936  
Website ..... [wctf.state.wi.us/home/](http://wctf.state.wi.us/home/)
- Wisconsin State Law Library  
Website ..... [wsll.state.wi.us/](http://wsll.state.wi.us/)
- Wisconsin Job Centers  
Telephone (toll free) ..... (888) 258-9966  
Website ..... [dwd.wisconsin.gov/dws/directory/](http://dwd.wisconsin.gov/dws/directory/)

Note: most public libraries have free Internet access.

## Child Support Publications

The following publications are available from your county or tribal child support agency (listed on pages 26 - 31).

Most brochures are also available in Spanish and Hmong. You can read and print the brochures from **childsupport.wisconsin.gov** (including the Spanish and Hmong versions). Most public libraries have free Internet access.

Child Support and W-2 – for parents who used to get cash benefits

Child Support and W-2 – when getting cash benefits

Child Support - What the Paying Parent Needs to Know

Cooperation and Good Cause, Child Support and W-2

Cooperation and Good Cause, Medicaid and Child Support

Guidelines for Setting Child Support Payment Amounts

Legal Fatherhood (Paternity): What Fathers Should Know

Legal Fatherhood (Paternity): What Mothers Should Know

Medicaid, Child Support and Repaying Birth Costs

Payment of Child Support for Substitute Care (for children in foster care and group homes)

Review and Adjustment (Changing a Child Support Order)

The Tax Intercept Program

The Child Support program and its agencies are equal opportunity employers and service providers. If you need information in another language, please let the child support staff know. You have a right to free language assistance.

El programa de Mantenimiento Infantil y sus agencias son empleadores que garantizan la igualdad de oportunidades y proveedores de servicios Si usted necesita información en otro idioma, por favor avise al personal del programa de Mantenimiento Infantil. Usted tiene derecho a recibir asistencia gratuita de idiomas.

Qhov chaw saib txog Kev Them Nyiaj Pab Yug Me Nyuam (The Child Support Program) thiab nws cov chaw a kam yog cov tswv hauj lwm thiab chaw pab cuam uas muab vaj huam sib txig rau sawv daws. Yog koj xav paub ua lwm yam lus, thov hais rau cov neeg ua kam hauv kev them nyiaj pab yug me nyuam. Koj muaj cai tau txais kev pab txhais lus.

Программа "Алименты на содержание детей" и ее агенства предоставляют равные возможности при найме и обслуживании. Если Вам понадобится информация на каком-либо другом языке, просим сообщить об этом сотрудникам Программы. У вас есть право на бесплатные услуги переводчика.

## Who can I call for help?

### or contact:

- Your county or tribal child support agency  
(listed on pages 26 - 31)
- Child Support Online Services (detailed information on all payments made during the last 60 days and balances owed, updated every night except Sunday) at **childsupport.wisconsin.gov**
- KIDS Information Line (to sign up for direct deposit and to get information on your last two payments)
  - Metro Milwaukee area ..... (414) 615-2400
  - Outside the Metro Milwaukee area (toll free) . (800) 991-5530
  - TDD (toll free) ..... (877) 209-5209
- Child support information is on the Internet at [childsupport.wisconsin.gov](http://childsupport.wisconsin.gov). Most public libraries have free Internet access.

DWD is an equal opportunity employer and service provider. If you have a disability and need to access this information in an alternate format, or need it translated to another language, please call (608) 266-9909 or (800) 947-3529 TDD (Toll Free).